



# Integration Specification Sharpen

For CommunityWFM Software Version 4.4+/5.0+

March 2024

3400 Waterview Parkway, Suite 325  
Richardson, Texas 75080

phone 877-668-6870  
web [CommunityWFM.com](https://CommunityWFM.com)

## Table of Contents

About this Document.....	2
Community and Sharpen Integration.....	2
Historical Data Collection .....	2
Agent State Transaction Data Collection .....	3
Importing Configuration Data.....	3
Agent Retrieval.....	3
Queue Retrieval .....	4

## About this Document

The objective of this document is to outline the method and details of the CommunityWFM integration to a Sharpen system. The document assumes that the reader has some basic understanding of the Sharpen contact center platform.

## Community and Sharpen Integration

CommunityWFM integrates with the Sharpen platform using a RESTful API. The Sharpen RESTful API (also known as a RESTful web service) is an application program interface (API) that uses HTTP requests to communicate with the contact center platform. The communication to Sharpen consists of sending in an application key for authentication (provided by Sharpen) and the request for the data retrieval on an interval basis.

There are four calls that are utilized in the Sharpen RESTful API:

- listUser – used to retrieve a list of all active agents
- getQueues – used to retrieve all active queues on the account
- realTime – used to retrieve real-time agent state data
- historical – used to retrieve historical call volume data

## Historical Data Collection

CommunityWFM collects call volume data from the Sharpen RESTful API to be used in volume and handle time reports and for future forecasting. The Community Historical Data Collection Service (a .NET Windows service) executes the request every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

The data retrieved from this call (historical) includes the following columns:

- sumHandleTime – Total handle time during the 15-minute window
- enteredCount – Total number of calls during the 15-minute window
- abandonedCount – Total number of abandoned calls during the 15-minute window`

## Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the Sharpen RESTful API to compare against schedule intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the Community product database.

The data retrieved from this call (realTime) includes the following columns:

- uKey – Unique identifier for the agent
- statusCode – Agent state

Possible states include:

- **Offline**
- **Active**
- **Paused-break** (break could be replaced with the actual pause reason)
- **Messaging**
- **On call**
- **Paused** – not logged into any queues

## Importing Configuration Data

CommunityWFM supports the ability to import queue information and agents directly from the Sharpen contact center platform into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.

## Agent Retrieval

The agent list is retrieved from the API by calling listUsers – retrieving the fields:

- firstName
- lastName
- uKey

## Queue Retrieval

The queue list is retrieved from the API by calling `getQueues` – retrieving the fields:

- `queueID`
- `queueKey`
- `queueName`